Mining Customer Survey

Executive Summary of 2003 Results

Contents

Background and Objectives

- **The survey was carefully designed to measure the customer satisfaction with each of the key sub-processes within the BLM Mining program in which there is a high degree of public interaction.**

  - **The following sub-processes of the Mining program were measured in this survey:**

    - **Claims Process and Customer Service**

    - **Post Recordation and Maintenance**

- **Customer satisfaction with the electronic services offered from the BLM special recreation permit program was also measured.**

3

Executive Summary

**_Overall % Favorable to BLM's
operation and processing of
Mining Permits:_**

- **Claims Process & Customer Service**
    - **75.6% favorable** (overall Q1K)
    - **74.8% favorable across all
      questions** (Q1A-1J)

- **Post-Recordation & Maintenance**
    - **79.2% favorable** (overall Q5H)
    - **78.7% favorable across all
      questions** (Q5A-5G)

- **_77.4%* of Mining respondents
  reported being satisfied to very
  satisfied with the overall operation of
  mining permits._**

***Calculated by averaging the two overall favorable questions
because an overall satisfaction question was   not included in this
survey.**

Strengths & Improvement Areas:

- **Claims Process & Customer Service** (Q1)
    - ☺ **Service charges and location fees are
      correctly receipted** (Q1J) **(84.9%
      favorable)**
    - ☺ **BLM staff are readily available to assist
      you when you visit the BLM office in
      person** (Q1D) **(83.8% favorable)**
    - ☹ **No results below 60% favorable for this
      area.**

- **Post-Recordation & Maintenance** (Q5)
    - ☺ **Annual maintenance fees are properly
      receipted** (Q5E) **(86.9% favorable)**
    - ☹ **No results below 60% favorable for this
      area.**

4

Executive Summary

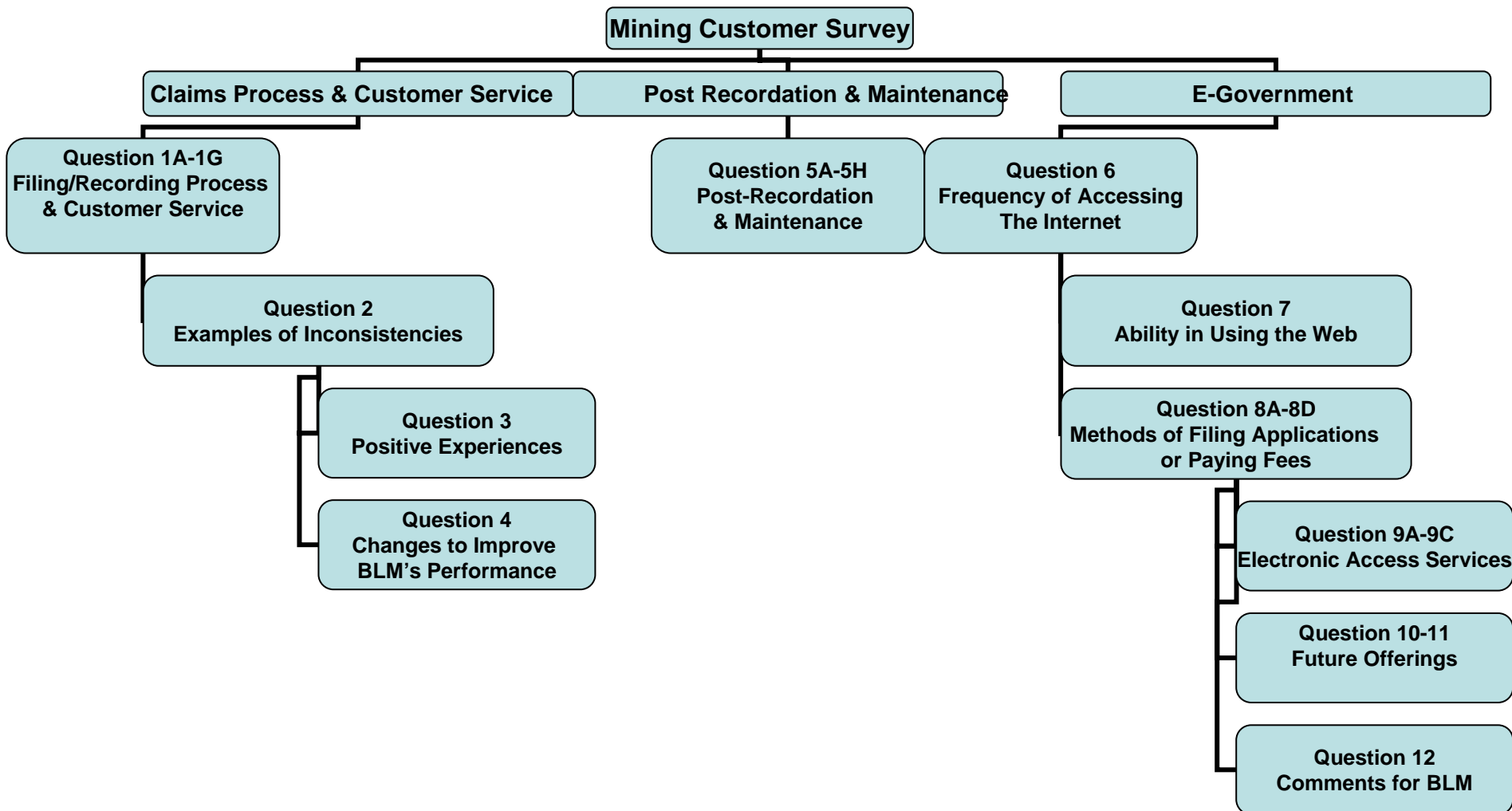## Qualitative Questions:

- **The two most reported inconsistencies** (Q2):
  - Inconsistencies between offices
  - Inconsistencies in knowledge and information.

- **The two most reported satisfactory experiences** (Q3):
  - BLM people were helpful and easy to work with
  - BLM people were prompt and timely.

- **The three most reported suggestions for improvement** (Q4):
  - Make the mining permit process easier
  - Have more timely notifications
  - Be more consistent

Questionnaire Approach and Structure

- **CGC was asked to assist the BLM to accurately measure customer satisfaction with the *mining* services and products provided by the BLM.**

  - **Survey Administration April to June 2003**

  - **Conducted over the phone by a professional interviewer**

  - **Questions were asked of Mining customers about their past experiences with mining permits**
    - **664 responses**
      - **% response rate (95% confidence level, + or – 2.4%)**

- **34 questions were asked of Mining customers about their past experiences with obtaining a Mining permit from BLM.**

  - **Most questions used a five point Likert scale ranging from 1-Needs Major Improvement to 5-Excellent.**

- **In addition to the 30 quantitative questions, 4 qualitative questions were included in the survey:**
  1. **Inconsistencies in Mining permits**
  2. **Satisfactory Experiences with BLM services received**
  3. **Suggestions for improvement**
  4. **General comments to BLM about future eGov offerings**
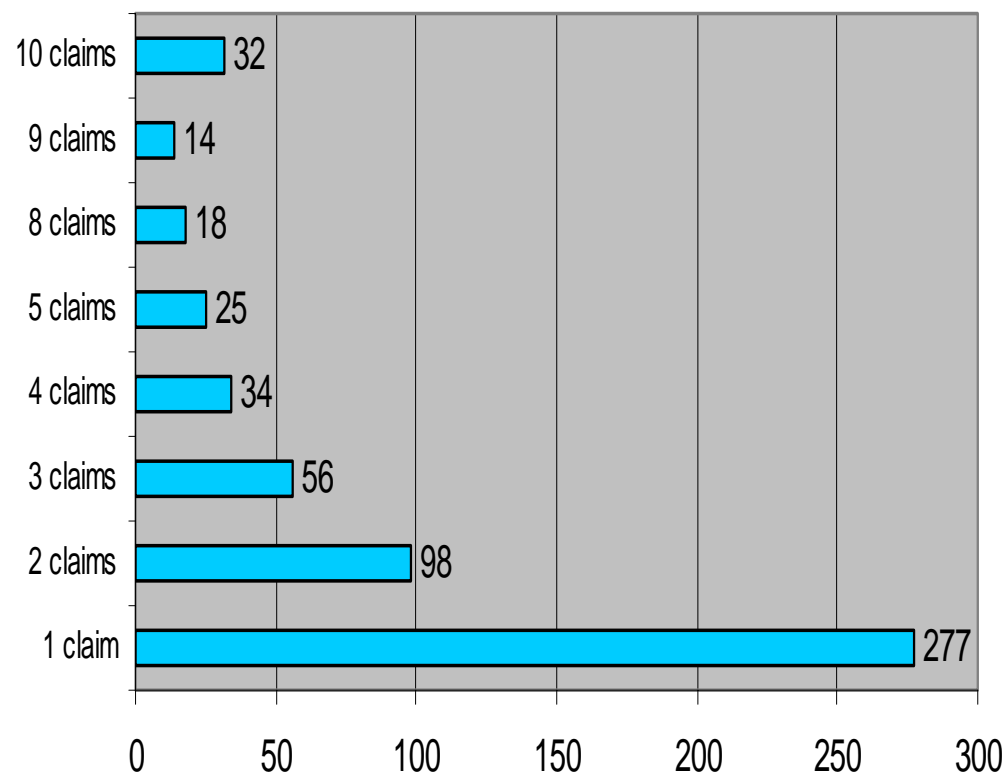
6

Questionnaire Approach and Structure:
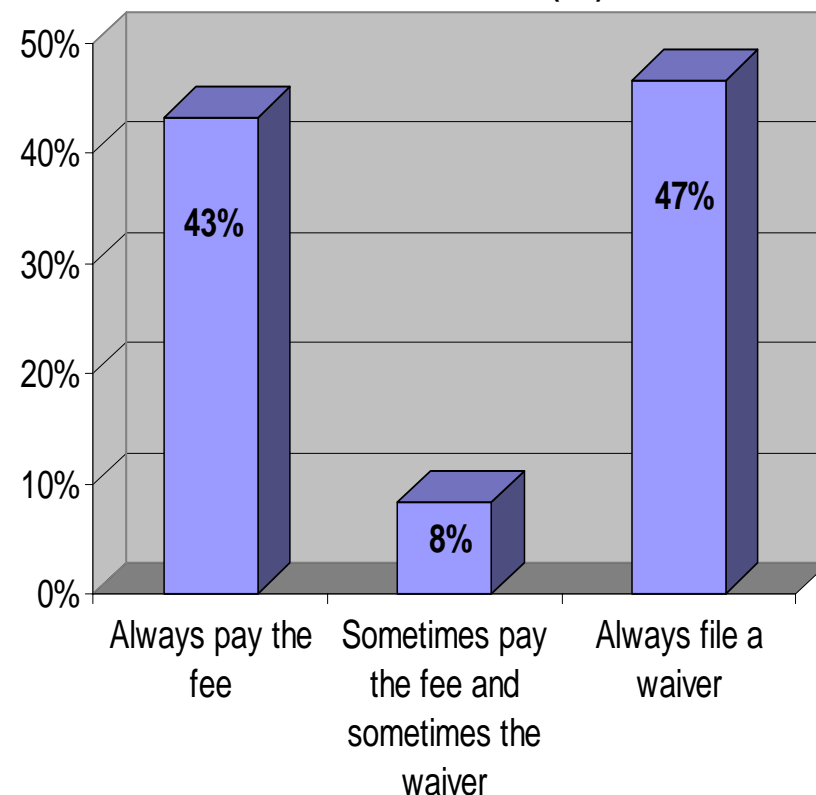## Mining Survey Questions

Mining Customer Survey

- **Claims Process & Customer Service**
- **Post Recordation & Maintenance**
- **E-Government**

Question 1A-1G
Filing/Recording Process
& Customer Service

Question 5A-5H
Post-Recordation
& Maintenance

Question 6
Frequency of Accessing
The Internet

Question 2
Examples of Inconsistencies

Question 7
Ability in Using the Web

Question 3
Positive Experiences

Question 8A-8D
Methods of Filing Applications
or Paying Fees

Question 4
Changes to Improve
BLM's Performance

Question 9A-9C
Electronic Access Services

Question 10-11
Future Offerings

Question 12
Comments for BLM

Characteristics of the Sample:
664 Interviews Completed with Mining Customers

Number of Mining Claims Filed (A3)*

Claims	Count
10 claims	32
9 claims	14
8 claims	18
5 claims	25
4 claims	34
3 claims	56
2 claims	98
1 claim	277

**File a small miner waiver or pay the
$100 maintenance fee? (A4)**

Response	Percent
Always pay the fee	43%
Sometimes pay the fee and sometimes the waiver	8%
Always file a waiver	47%

*** Only the most frequently reported
responses were included in the chart**

8

Characteristics of the Sample:
Top States Respondents Came into Contact with Regarding Mining Claims (A5)
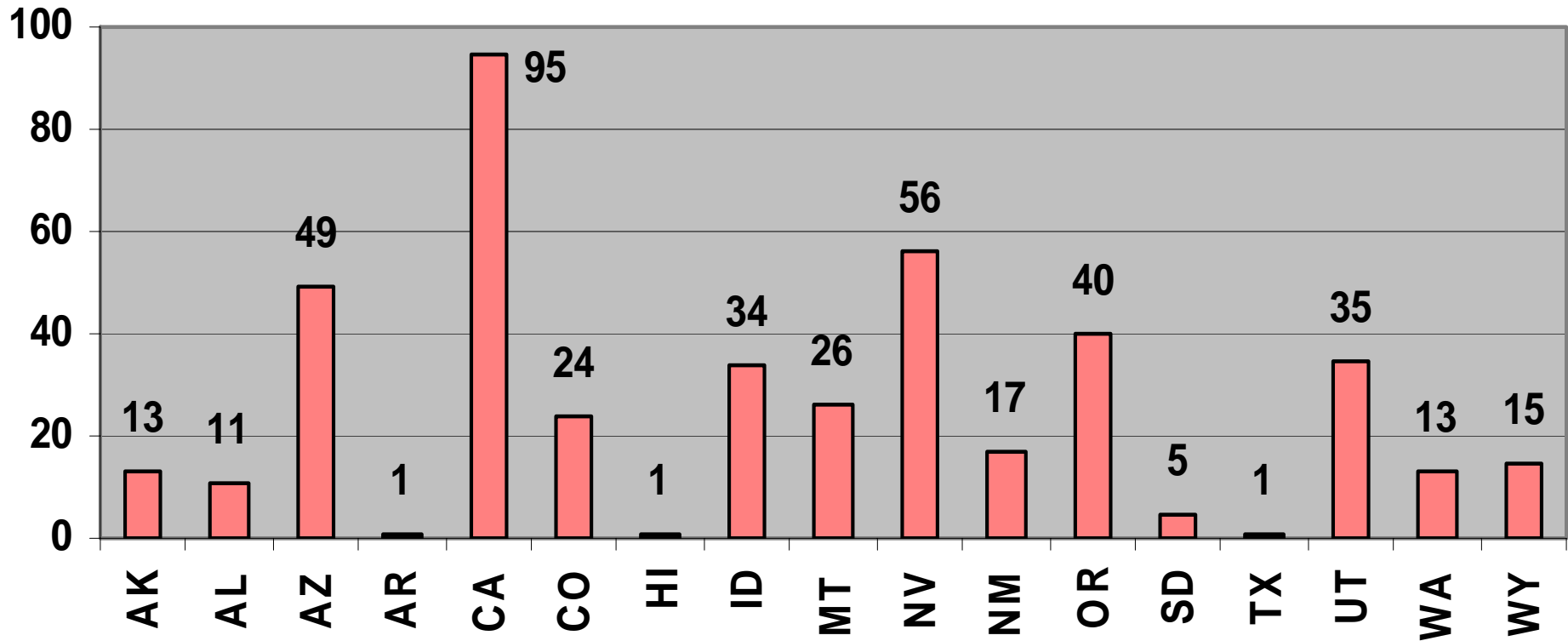
* Respondents could answer with up to three states.

QUANTITATIVE AND QUALITATIVE RESULTS

Overall Summary of Results

Overall % Favorable to BLM's operation and processing of Mining Permits:

- **Claims Process & Customer Service**
  - **75.6% favorable** (overall Q1K)
  - **74.8% favorable across all questions** (Q1A-1J)

- **Post-Recordation & Maintenance**
  - **79.2% favorable** (overall Q5H)
  - **78.7% favorable across all questions** (Q5A-5G)

- **_77.4%* of Mining respondents reported being satisfied to very satisfied with the overall operation of mining permits._**

Strengths & Improvement Areas:

- **Claims Process & Customer Service** (Q1)
  - ☺ **Extent to which your service charges and location fees are correctly receipted** (Q1J) **(84.9% favorable)**
  - ☺ **Extent to which BLM staff are readily available to assist you when you visit the BLM office in person** (Q1D) **(83.8% favorable)**
  - ☹ **No results below 60% favorable for this area**

- **Post-Recordation & Maintenance** (Q5)
  - ☺ **Extent to which your annual maintenance fees are properly receipted** (Q5E) **(86.9% favorable)**
  - ☹ **No results below 60% favorable for this area**

*Calculated by averaging the two overall favorable questions because an overall satisfaction question was not included in this survey.

11

Application Processing Inconsistencies (Q2)

- **11% (n=72) of respondents rated BLM as inconsistent (Q1) on the application of the regulation/ policies and procedures in processing applications. Examples of inconsistencies given were:**

Comments	Frequency	Percent	Examples
Inconsistencies between offices	23	30.3%	I've gone from office and get a different answer in each of the different offices, there is a complete discrepancy in all aspects. If we talk to different offices, we get different answers. It's kind of like the IRS.
Inconsistencies in knowledge and Information	19	25.0%	They don't give me access to information, and some don't have enough information to help me fix the problems None of the local BLM offices know anything about the mining claims. There is great difficulty finding if the area already has a mining claim.
Staff-related inconsistencies	8	10.5%	People are not equally trained or they don't have the same information. It takes them a long time to get back to you. They're slow with that. Doing an inspection, but it also involves forest service and department environmental quality.
General inconsistencies	7	9.2%	I guess the inconsistencies are in between them and the forestry. There was just some confusion there but I got it cleared up.
Other inconsistencies	15	19.7%	Basically going on what's needed at the time of filing. Depends on who you talk to.

Positive Experiences

Please describe a POSITIVE EXPERIENCE you have had with BLM in processing the recordation and adjudication of your mining claims (Q3).
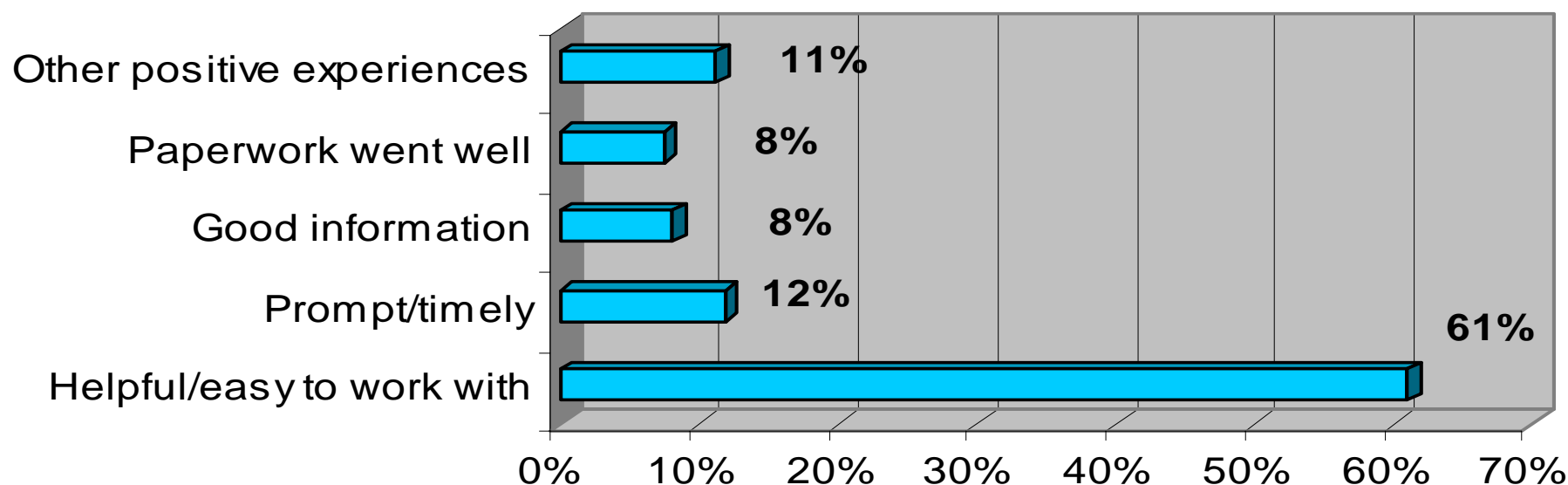
N=216
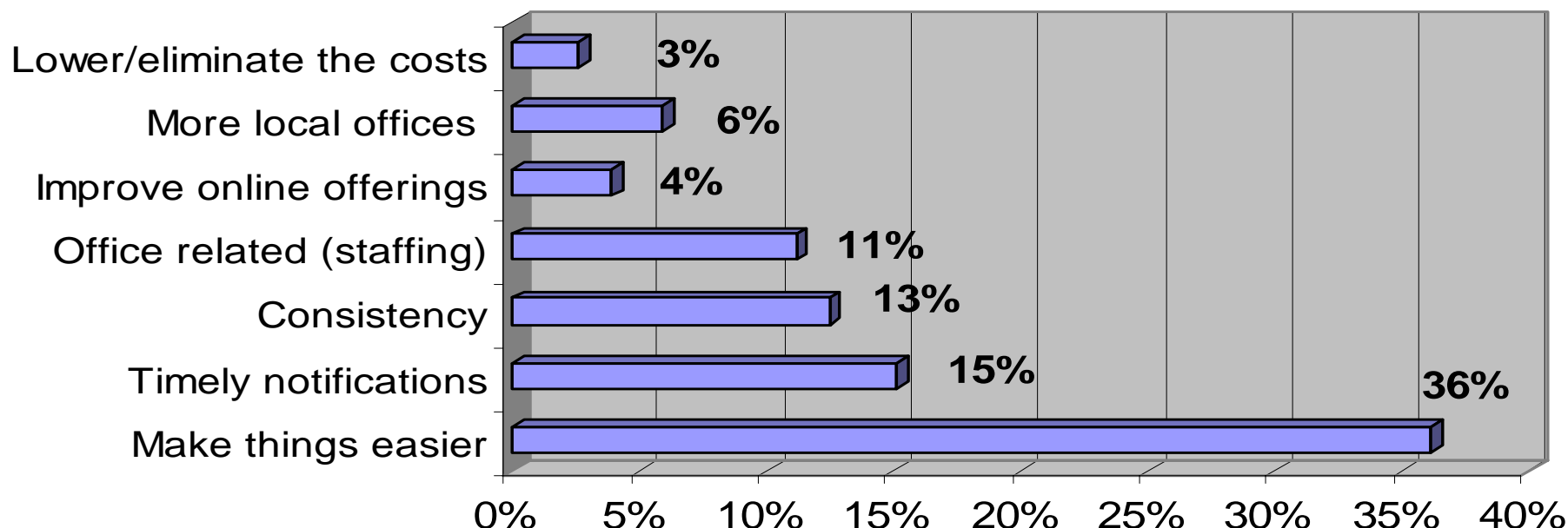
14.8% (32) No problem, 11.6% (25) Nothing positive

See next page for examples of comments

13

Positive Experiences

Comments	Examples
Helpful and easy to work with	They were really helpful and to the point. I had no trouble filing the claims. Every time I go into there office they are professional, they take there time, relaxing environment, professional atmosphere. I enjoy it every time.
Prompt/timely	They have promptly and courteously visited our mining sites and provided thoughtful guidance for reclamation. This has been very beneficial to us. Their input has been very helpful. I received the information I needed in a timely and professional manner.
Good information	We received good information on what we had to do and it worked. Well organized information and complete with the list. Were in with a large group, one of the guys got great information, so we were happy with the information.
Paperwork went well	The last time we filed, it came right back. It was great.
Other positive experiences	I don't know. I just went there, and I did want I needed to do.
No problems	
Nothing positive	

Changes to Improve Performance

If you could make one change in BLM processing or adjudication of your mining claim that would improve their performance, what would it be? (Q4) *
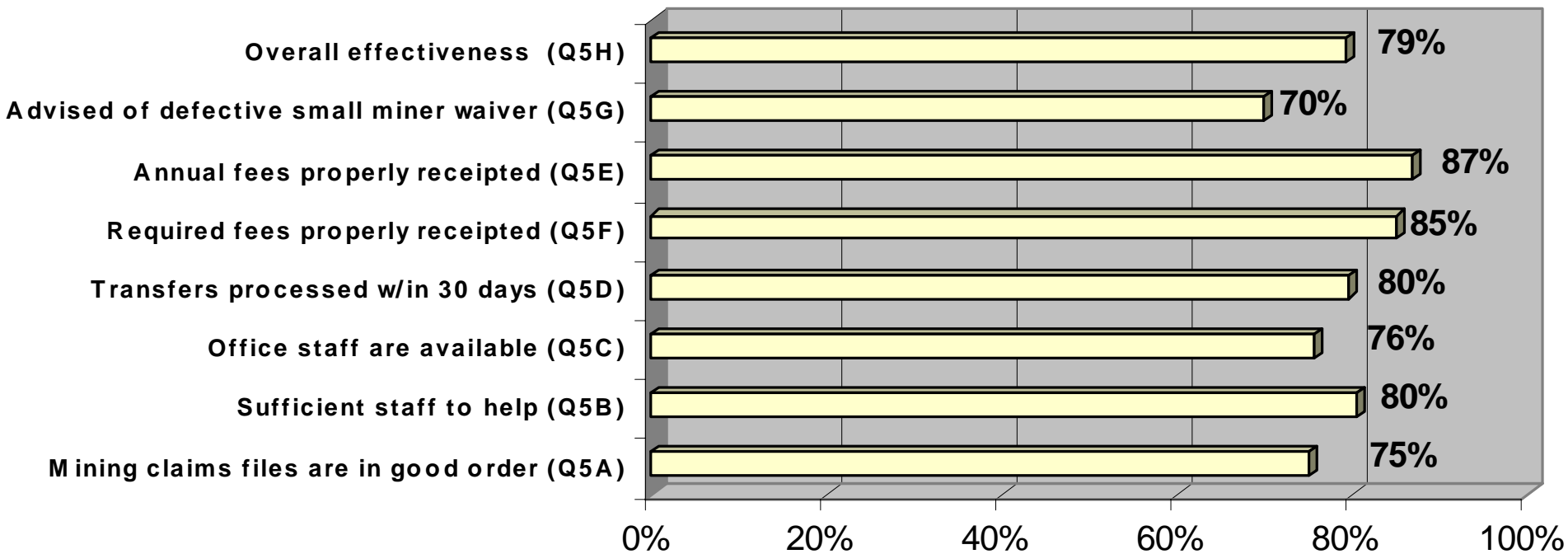

Lower/eliminate the costs — 3%
More local offices — 6%
Improve online offerings — 4%
Office related (staffing) — 11%
Consistency — 13%
Timely notifications — 15%
Make things easier — 36%

(Horizontal axis: 0% 5% 10% 15% 20% 25% 30% 35% 40%)

N=215

29.3% (63) No suggestions

15

See next page for examples of comments from each category.

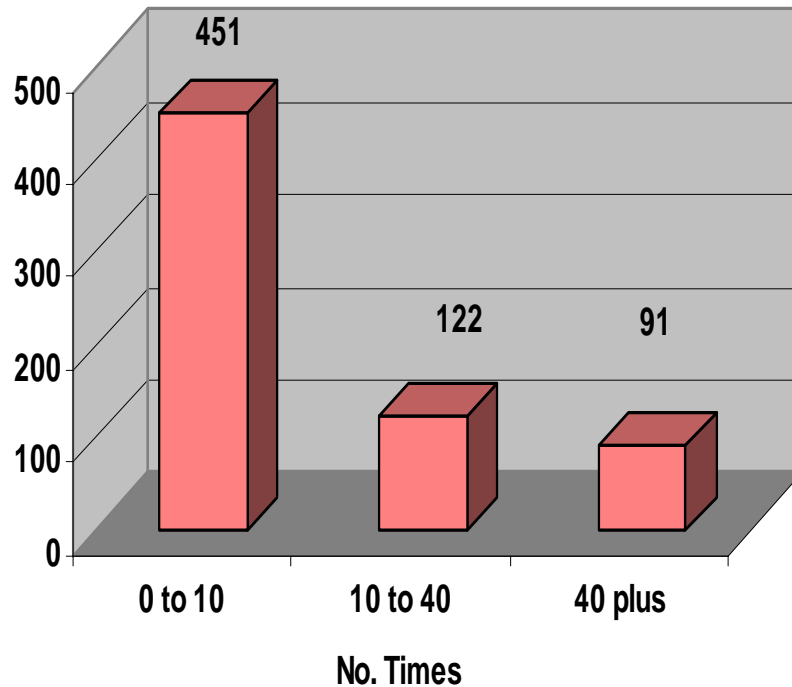# Changes to Improve Performance

Comments	Examples
Make things easier	**Make it easier to file the exemption forms and the attempt to hold forms.** **Probably clear the forms up a little, they are confusing.**
Timely notifications	**That they be made to respond to appeals within three months.** **Contacting the land owners/leases that own the cattle sooner.**
Consistency	**Consistency through the various offices.** **I think they need to get some of there claims on the computer right, keep the same rules for everyone**
Office related (staffing)	**Get someone down at the local office that know what they are doing.** **Hire qualified people.**
Improve online offerings	**Make the Internet site more user friendly.** **Make everything available on the Internet.**
More local offices	**More local offices. I wouldn't have to drive so far.** **Be closer to the mine.**
Lower/eliminate the costs	**Lower the costs.**

# Percent Favorable on Aspects of Post Recordation & Maintenance (Q5)

Aspect	Percent
Overall effectiveness (Q5H)	79%
Advised of defective small miner waiver (Q5G)	70%
Annual fees properly receipted (Q5E)	87%
Required fees properly receipted (Q5F)	85%
Transfers processed w/in 30 days (Q5D)	80%
Office staff are available (Q5C)	76%
Sufficient staff to help (Q5B)	80%
Mining claims files are in good order (Q5A)	75%

0%   20%   40%   60%   80%   100%

17

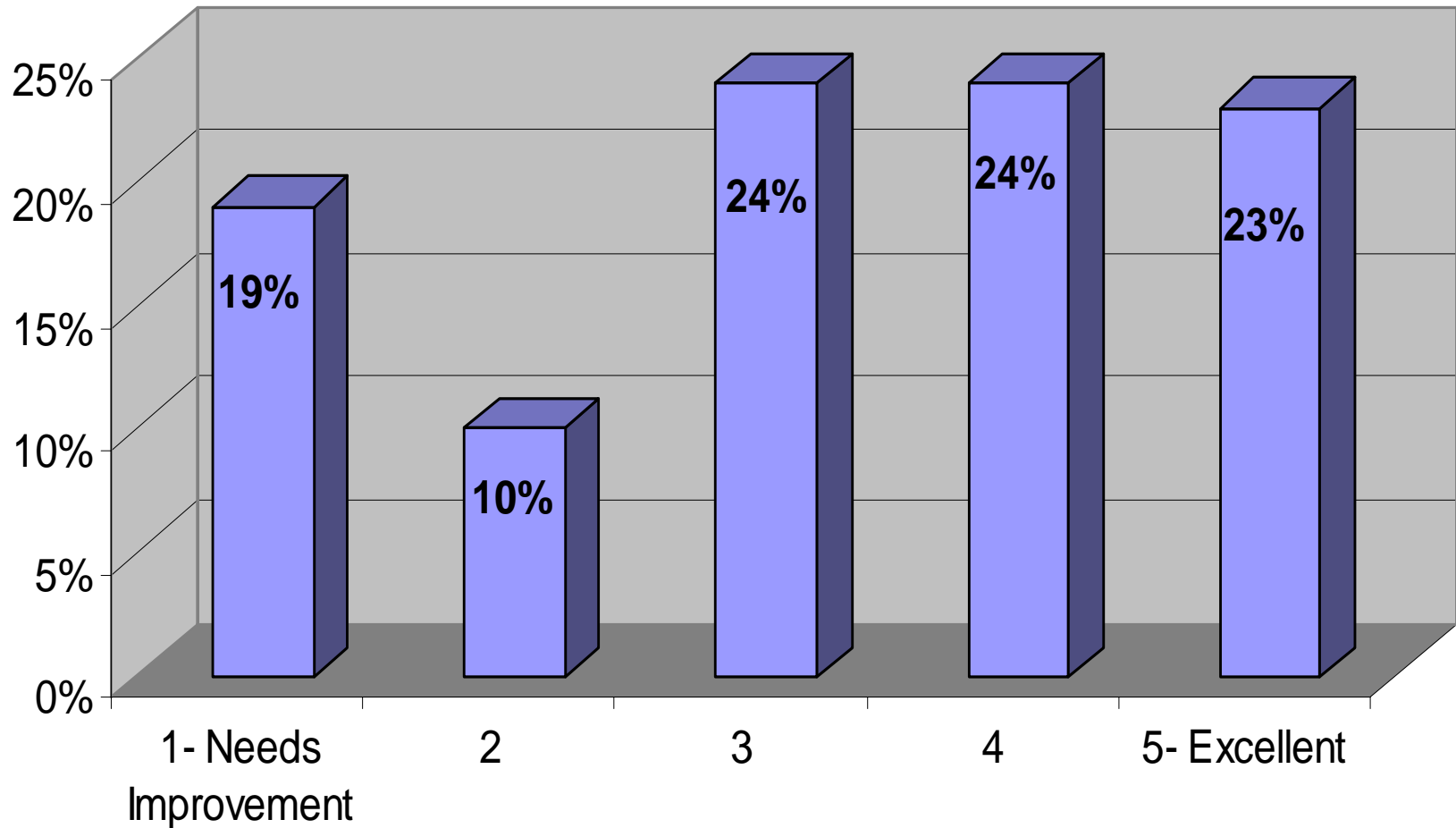# No. Times Accessed Internet in Past Week

(Q6; n=664)

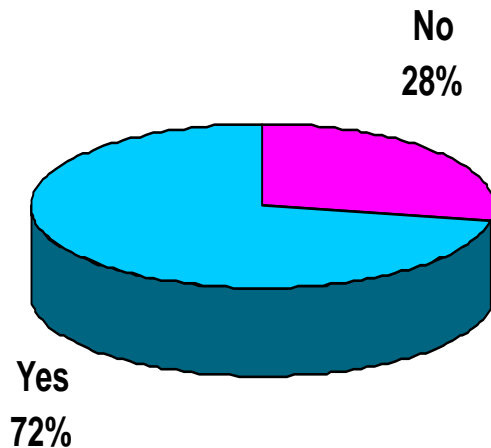**Breakdown of the 0 to 10 column
from the above chart →**
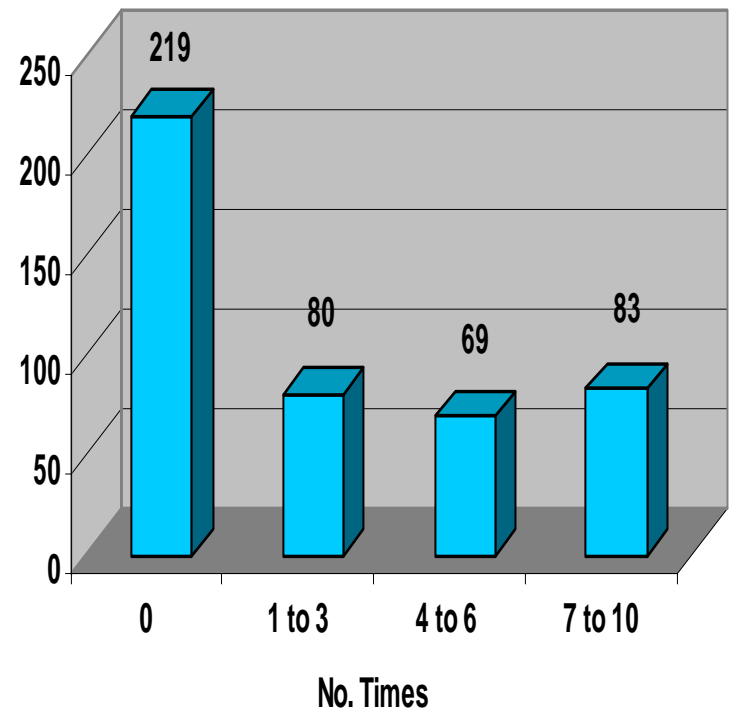
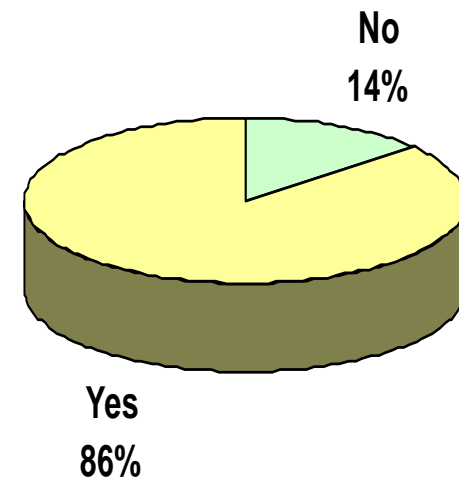# Respondents' Ability to Use the Web (Q7; n=601)

E-Government: Future Offerings

- **If BLM were to offer the following services, would you use them?**

  - **A secure method for filing mining claim recordation documents and the necessary attachments?** (Q10; n=635)
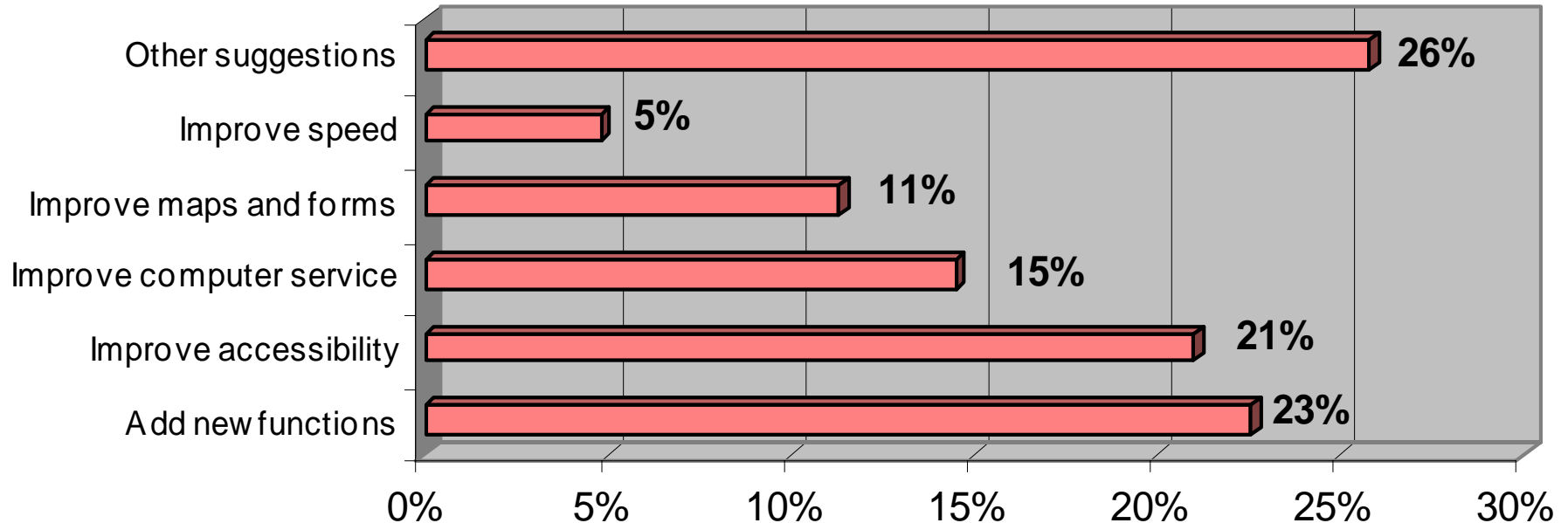
  - **A secure method for filing for checking the status of your mining claim recordation?** (Q11; n=644)

No
28%

Yes
72%

No
14%

Yes
86%

20

E-Government: Comments for BLM

- **Do you have other comments for us to consider in making decisions regarding filing mining claims and related documents and eGov/electronic service provision?** (Q12; n=62)

62 respondents offered comments

* See next page for examples of comments from each category.

E-Government: Comments for BLM

Comments	Examples
Add new functions	**Have a reasonable way of accessing the land records to determine if there is an active claim in which you are interested in, if it is BLM land or not and if it is active or not.**
Improve accessibility	**The electronic filing. Checking and recording would be about the best thing you could do.** **It would be nice if they got it online and the record of claims online to check them and see. It would improve the access.**
Improve computer service	**LR 2000 system needs drastic improvement.** **I think some of this stuff is already available, but it's not user friendly.**
Improve maps and forms	**Make the forms more simple and consistent.**
Improve speed	**Anything that helps to go faster is better .**
Other changes	**If it was faster than doing it by paper then I might. I would just have to see for myself. It needs to be a good website not like Washington State.**

Recommendations and Next Survey

- **In the 2003 Mining survey we found:**
  - *More consistency is needed as 11% of respondents reported inconsistencies*
    - *The most frequently reported inconsistencies were those between offices and in knowledge/information*
  - *24% of respondents reported satisfactory experiences, which were mostly BLM staff related*
  - *23% of respondents reported changes to improve BLM's performance*
  - *While respondents are interested in using future eGov offerings…*
    - *86% reported that they would check the status of their applications electronically*
    - *72% reported that they would file mining claims recordation documents electronically*
  - *…More needs to be done to improve respondents' ability in using the web*
    - *23% reported that their ability was excellent*
    - *20% reported that their ability needed major improvement*

- **Demographic questions** (e.g. age, location, gender, and occupation) **should be included to better understand how to satisfy Mining customers.**
  - *For example, do various age groups or various professional groups have different levels of satisfaction? By asking this question we can determine if a certain age group or professional group has the highest level of satisfaction. We could use this to better serve and meet the needs of all Mining customers.*

23

U. S. Department of the Interior
Bureau of Land Management

APPENDIX:
2003 MINING
CUSTOMER SURVEY

APPENDIX: FREQUENCY TABLES